3. Financial Protection

5.1 When you make a booking with Us, you will be required to pay either an initial deposit and further payments with a balance, or the total cost of your holiday/tour/trip in full. Any deposit is non-refundable and non-transferable. In the event of any cancellation or amendment, you may be charged a non-refundable amendment fee

6. Cancellation/amendments to your booking

6.1.2 If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

6.1.3 If you have booked a package with Us, We may need to make changes to your travel arrangements. Although this is unlikely, We reserve the right to do so at any time.

6.2.3 We also reserve the right in any circumstances to cancel your travel arrangements. However, We will not cancel your travel arrangements less than 10 working days before your proposed departure date unless We are unable to provide the travel arrangements due to circumstances beyond Our control, including, without limitation, acts of God (including war, civil unrest, industrial disputes, terrorist activity), severe weather conditions, acts or omissions of You or any other third party, any changes of travel arrangements by any other party, or any changes in Government legislation or any other changes. Please note that We do not take responsibility for any change in the travel arrangements made by any travel agency, hotel, or similar party. If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

6.2.4 If We are unable to provide the booked travel arrangements, We will refund all your money paid or accept an offer of alternative travel arrangements of comparable standard from Us, if available (We will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, We will pay to you compensation as set out in this clause.

6.4.1 Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change. Other changes include (but are not limited to) a significant change of aircraft type, a change to a different airline, a change in accommodation to another of the same standard.

6.4.2 If We make a major change to your holiday, We will inform you as soon as reasonably possible if there is time before your departure. You will have the right to cancel your booking and receive a full refund or the alternative travel arrangements of comparable standard from Us, if available (We will refund any price difference if the alternative is of a lower value). You may be required to accept such alternative arrangements.

6.5.1 If We make a major change to your booking, We will inform you as soon as reasonably possible before your departure. You will have the right to cancel your booking and receive a full refund of your monies paid. In all cases, except where the major change arises due to reasons of force majeure, We will pay you compensation as detailed in the table set out at the bottom of these Booking Conditions.

The compensation that We offer does not exclude you from deriving any other rights to which you may be entitled to do so.

* Force Majeure: This means that We will not pay you compensation if We have to cancel or change your travel arrangements in any way because of unusual and unforeseeable circumstances beyond Our control. This can include (but is not limited to) war, civil unrest, industrial disputes, terrorist activity, severe weather conditions, acts or omissions of You or any other third party, any changes of travel arrangements by any other party, or any changes in Government legislation or any other changes. Please note that We do not take responsibility for any change in the travel arrangements made by any travel agency, hotel, or similar party. If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

* We reserve the right to cancel your tour/trip, if the minimum number of people required for a particular tour/trip is not reached. Where the tour/trip is cancelled by Us less than 100 days before the proposed start date, We will refund your booking deposit and We shall notify you in writing before 70 days in advance of your proposed tour/trip.

In the case where you wish to keep your tour/trip booked with a small number of people included in the group, then you agree that We will charge an

We will provide you with financial protection for the flight inclusive package under our ATOL granted to Us by the Civil Aviation Authority (”CAA”), subject to the ATOL Scheme. If We fail, then We shall ensure that you are either refunded the money paid for the flight inclusive package, or that you are rebooked if you are already abroad. We shall ensure that you are either refunded the money paid for the flight inclusive package, or that you are rebooked if you are already abroad.

We will issue you with an ATOL Certificate on the receipt of first payment from you for your flight-inclusive package (as per Clause 4.2). The ATOL Certificate lists what is financially protected, where you can get information on ATOL or for more information about protection schemes. Please see the ATOL Certificate we give you when booking.

In the unlikely event of insolvent, you must inform The Travel Vault Chapman Hall, 16 School Street, Chichester, West Sussex, PO19 1BH (Telephone: 01243 868139). The Travel Vault is an ATOL bonded tour operator and is a member of The Travel Trust. If we go out of business, you will be entitled to the following: A refund of your balance of monies paid to Us, if you have not travelled, or a package arranged by Us for you to return home, if you have already travelled. If you do not receive the balance of monies paid to Us, you may be entitled to compensation from the insolvent's estate. You may also have另行 arrangements to protect your travel arrangements. The Travel Vault (‘our’/ ‘us’/ ‘We’/ ‘our’/ ‘Travel Vault’) is the travel organizer for your holiday. We are licensed under the ATOL scheme and our ATOL number is 3434. We are a member of ATOL, a government backed Travel Trust Fund, which will hold any money you pay for your travel arrangements. The Travel Vault is responsible for the conduct of anyone included in the group.

1. Who are MSG Tours Limited (company registered in England and Wales under number 08961392) is the travel organizer for your holiday/tour/trip (the “tour/trip”) and is a member of the Travel Trust. The Travel Trust funds are known as the ATOL Plan. You can check that MSG Tours has the required ATOL Plan by checking for the ATOL number 3434. The Travel Trust runs the ATOL Plan and is responsible for your money and your travel arrangements. Your travel arrangements are protected under the ATOL Plan as a result of MSG Tours Ltd joining the plan. The Travel Trust provides your money with free protection against the failure of a tour operator. MSG Tours Ltd: Booking Conditions (Updated 01.10.18)
7. Travel information
Please note that we provide general information about the passport and visa requirements for your holiday/tour/trip, but your specific passport and visa requirements (as the Tour Leader, and for all those in your group), and other travel requirements, are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. Any information supplied by Us on these or related matters (such as climate, when to go, travel details, etc.) is given in good faith and but we do not accept liability for any decisions made on the basis of the information supplied.

The passport, visa and health requirements at the time of booking can be viewed on the Foreign and Commonwealth Office website (www.fco.gov.uk). It is your responsibility to ensure that you and all members of your group are in possession of all necessary travel and health documents, and in compliance with any other immigration requirements, before you travel. If you or any member of your group is not a British Citizen or holds a non-British Passport, you must check passport and visa requirements with the embassy or consulate of the country or countries to which you intend to travel. Even with all due care, suppliers, even with all due care, could not foresee or forestall, and you suffer damage before the end of your holiday/tour/trip (if the cost has been paid in the event of such cancellation).

10. Liability
10.1. If you, or any member of your group, cancel a holiday/tour/trip, the suppliers of travel services (airlines, accommodation providers, transfer companies, etc.) to which you have paid a deposit or in full, in respect of all or part of the travel services (including external elements of your holiday/tour/trip arrangements), are under no contract to return that deposit or refund that payment. Any complaint you or any member(s) of your group may have, must be notified to Us in writing no later than 28 days after the end of your holiday/tour/trip. We recommend that you have in place appropriate travel insurance in order to cover you and your group, for all activities included in your holiday/tour/trip. You are required to have such insurance in place as a condition of Our Contract with you.

11. Carriers
In accordance with EU Regulations We are required to advise you of the actual carrier operating the flight, connecting flight (if any) and transfer which may be provided to you as part of your holiday/tour/trip. The potential carriers likely to be used are available on request, as these may vary depending on the type of holiday/tour/trip that you want to take and which airlines and carriers fly to those destinations. Any changes to the actual airline after you have received your travel tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change will not entitle you to compensation or a change of accommodation as a result of this change of carrier.

12. Travel insurance
We recommend that you have in place appropriate travel insurance in order to cover you and your group, for all activities included in your holiday/tour/trip. You are required to have such insurance in place as a condition of Our Contract with you.

13. Data protection
Information you have provided to Us for your booking will be used for the purpose of arranging your holiday/tour/trip and to ensure that you have all benefit of any limitation of compensation contained in these or any conventions.

It is the responsibility of you and any members of your group to exercise reasonable care when in the accommodation and undertaking activities to suitably supervise any or all children in your group at all times. We only accept responsibility for loss or damage caused including personal injury when We are directly responsible as a result of our negligence.

17. Acceptance of Risk
You acknowledge that elements of your holiday/tour/trip which include physical activity may involve personal risk. These risks may include illness, injury, death, disease, loss or damage to property, discomfort and inconvenience. You, in making the booking for you and your group and participating in a physical activity, accept such risks and agree that you have made the booking for your group and that you and all those in your group will participate in the activity upon the condition that you do so at your own risk. We only accept responsibility for loss or damage caused including personal injury when We are directly responsible as a result of our negligence.